RMV UPDATE

MassDOT Board Meeting

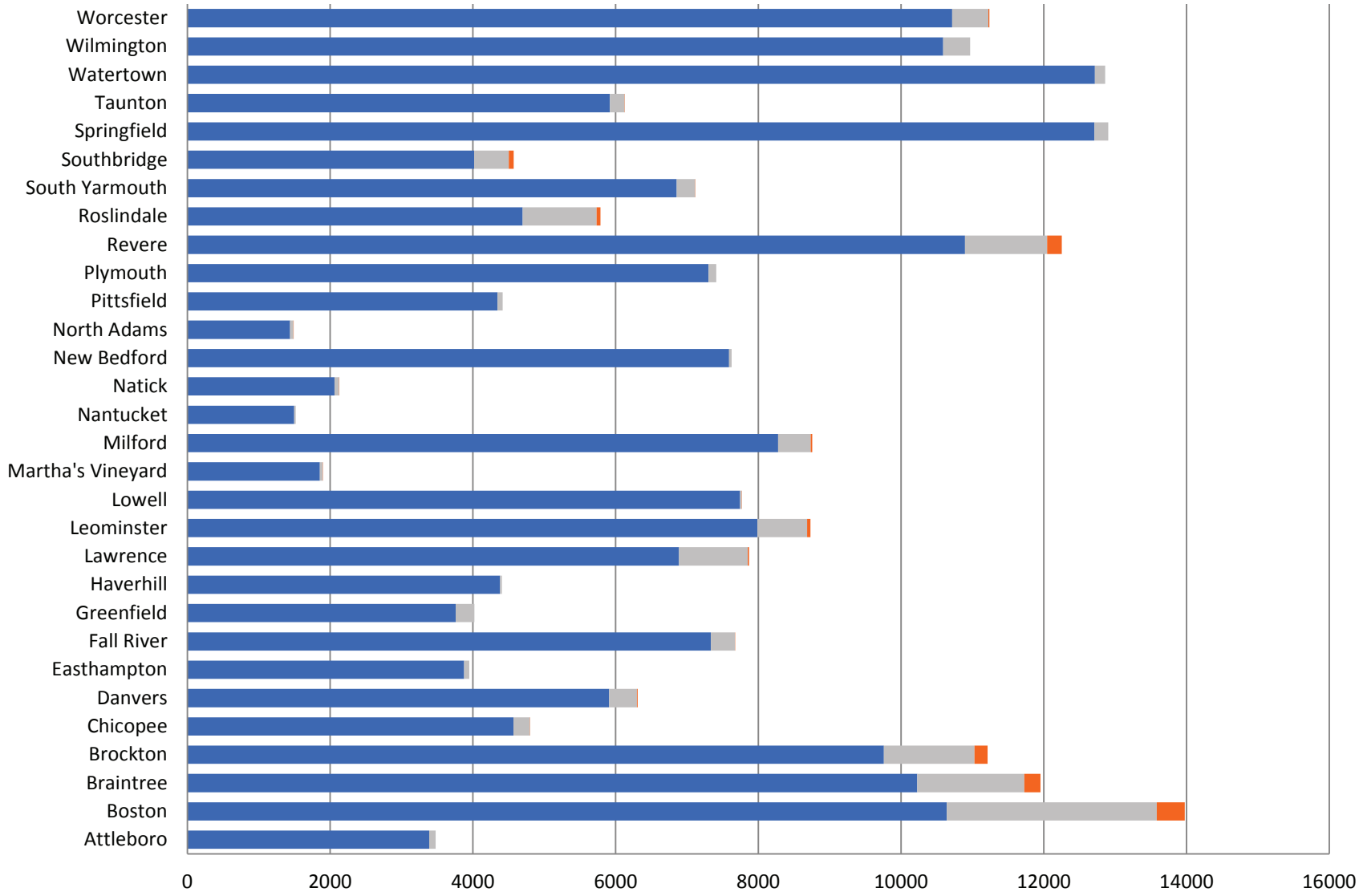
December 17, 2018

RMV STATISTICS

Wait Time Data

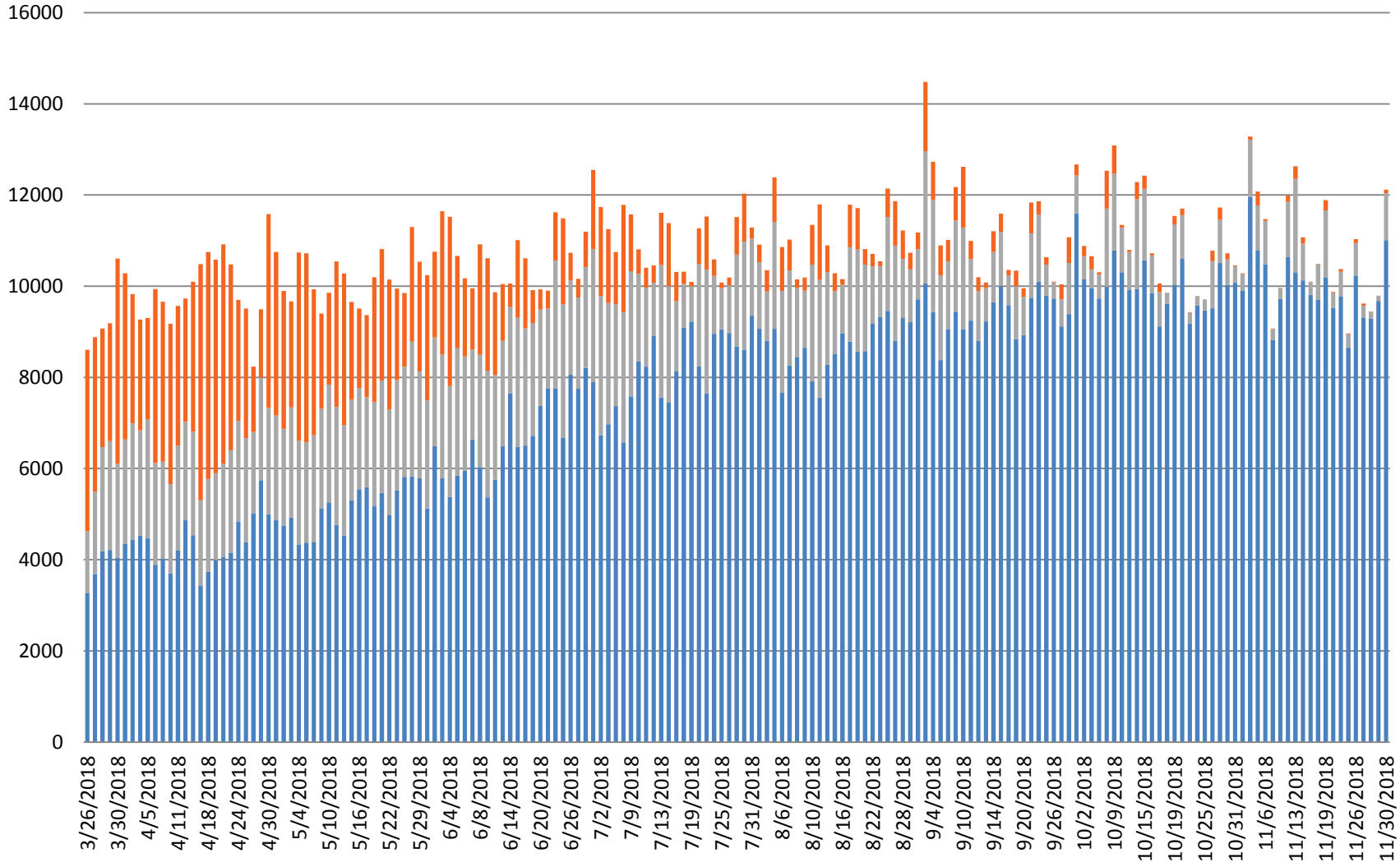
November 2018

Service Center Wait Times - November 2018



93% under 30 minutes 7% 30 to 60 minutes 1% over 60 minutes

Service Center Performance Improvement Trend
System-Wide Wait-Time Distribution
ATLAS Go-Live (3/26) – November 30, 2018



RMV PERFORMANCE

2018 Service Highlights

RMV Achieved REAL ID Compliance

Improvements RMV made with the ATLAS program enabled Commonwealth to achieve full REAL ID Compliance

- DHS certified that Massachusetts REAL ID driver's licenses and ID cards are acceptable forms of federal identification in advance of October 2020 deadline

- Since ATLAS Go-Live on March 26, 2018

  - ✓ RMV has issued 501,866 REAL ID credentials
  - ✓ RMV has issued 724,113 Standard Massachusetts credentials

RMV Improved Service Location Options

Completed Expansion of AAA Partnership

- All 34 AAA locations in MA now offer RMV renewal services, including option for members to get a REAL ID credential
- RMV added an additional workstation at 10 AAA locations to increase service levels at busiest AAA locations

Improved Customer Experience at RMV Service Centers

- Opened new Plymouth Service Center in March 2018
- Opened new Haverhill Service Center in September 2018
- Opened new Danvers Service Center in October 2018
- Completed improvements to the Braintree Service Center in November 2018
- Completed improvements including new seating in Revere, Lowell and Roslindale Service Centers in December 2018

RMV Distinguished Recognition

RMV received several awards from the American Association of Motor Vehicle Administrators (AAMVA) that recognizes motor vehicle agencies that have committed resources to safety initiatives, outstanding customer service, and public affairs and consumer educational programs throughout North America

- Fraud Prevention and Detection Award - Motor Vehicle Agency, Security Award Massachusetts Registry of Motor Vehicles Placard Abuse Task Force
- Innovative Use of Technology, Service Award- Massachusetts RMV - E-Citation Pilot Program This is a Regional award.
- PACE Division 5: Video, Category 5A - Video Production, Internally Produced "What is REAL ID?" Massachusetts RMV Training Video
- PACE Division 7: Websites/Technology, Category 7C - Interactive Presentation Massachusetts RMV - REAL ID, Real Answers Wizard